

COMMISSIONERS
GARY PIERCE - Chairman
BOB STUMP
SANDRA D. KENNEDY
PAUL NEWMAN
BRENDA BURNS



ARIZONA CORPORATION COMMISSION

September 20, 2011

To: Docket Control

RE: Southwest Gas Corporation - Customer Comments
Docket No. G-01551A-10-0458

Please docket the attached 13 customer comments OPPOSING a rate increase.

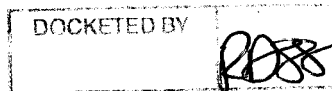
Customer comments can be reviewed in E-docket under the above docket numbers.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission

DOCKETED

SEP 20 2011



AZ CORP COMMISSION
DOCKET CONTROL

2011 SEP 20 P 3:41

RECEIVED

G.01551A-10-0458

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99174

Date: 9/16/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Sheila

Jones

Account Name:

Sheila Jones

Home: (000) 000-0000

Street:

n/a

Work:

City:

n/a

CBR:

State:

AZ

Zip: 00000

is: E-Mail

Utility Company.

Southwest Gas Corporation

Division:

Gas

Contact Name:

Contact Phone:

Nature of Complaint:

EMAIL RECEIVED - OPINION OPPOSED:

RE: Docket No. G-01551A-10-0458

From: oxcart1 [mailto:oxcart1@azcc.com]

Sent: Thursday, September 15, 2011 9:38 AM

To: Utilities Div - Mailbox

Subject: Southwest Gas rate increase of 14%

As a Southwest Gas customer for quite sometime, there seems to be no reason with the state the economy is in to be raising rates by 14%. With Seniors having had no COLA raise for the past two years & none for the next coming year. This will become a tremendous burden on many who are already suffering to pay bills & meet every day needs.

A rate of 14% is outrageous at this time & should not be permitted.

Sheila Jones

Sierra Vista, Az.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with Docket Control Center of the Commission to be made part of the record. CLOSED

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 9/16/2011

Opinion No. 2011 - 99174

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 98294

Date: 8/24/2011

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Gloria W**

Weiss

Account Name: Gloria W Weiss

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Surprise

CBR:

State: AZ Zip: 85374

is: E-Mail

Utility Company. **Southwest Gas Corporation**

Division: Gas

Contact Name: Sharaleen Finnell

Contact Phone:

Nature of Complaint:

Gloria W Weiss

From: "Gloria W Weiss"

To: "WEISS, GLORIA W."

Sent: Sunday, August 14, 2011 6:18 PM

Subject: PROPOSED SOUTHWEST GAS RATE INCREASE

TO: ARIZONA CORPORATION COMMISSION

FROM: GLORIA W. WEISS

SURPRISE, AZ. 85374

SOUTH WEST GAS IS ASKING FOR A RATE INCREASE WHICH WOULD RAISE HOME GAS BILLS N THE NEIGHBORHOOD OF \$75.00 A YEAR. FOR ME AS WITH MOST PEOPLE WHO CAME TO ARIZONA TO RETIRE AND ARE NOW HARD HIT BY RISING COSTS IN ALL DIRECTIONS, THIS IS AN OBSCENE INCREASE PARTICULARLY SINCE THERE HAVE BEEN NO SOCIAL SECURITY COST OF LIVING INCREASES FOR TWO YEARS.

VOTE NO ON THE SOUTHWEST RATE INCREASE REQUEST!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/24/11 Comments noted for the record and docketed. CLOSED

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/24/2011

Opinion No. 2011 - 98294

G-01551A-10-0458

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99127

Date: 9/15/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Marilyn**

Olson

Account Name: Marilyn Olson

Home:

Street:

Work:

City: Tucson

CBR:

State: AZ Zip: 85715

is:

Utility Company: **Southwest Gas Corporation**

Division: Gas

Contact Name: Lisa Hines

Contact Phone:

Nature of Complaint:

Mrs. Olson is against SW Gas's request for a rate increase. It just isn't good time with economic conditions being what they are.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/15--opinion entered into database and will be docketed.

End of Comments

*****CLOSED*****

Date Completed: 9/15/2011

Opinion No. 2011 - 99127

G.01551A.10.0458

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax: (

Priority: Respond Within Five Days

Opinion No. 2011 - 99008

Date: 9/13/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Margaret

Unknown

Account Name: Margaret Unknown

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR:

State: AZ Zip: 000000

is:

Utility Company: Southwest Gas Corporation

Division: Gas

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

RE: Docket No. G-01551A-10-0458

9/13/11 Received the following voicemail message from customer:

"Please do not raise rates for SWG ans APS."

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED

End of Comments

Date Completed: 9/13/2011

Opinion No. 2011 - 99008

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: ()

Fax: , - - -

Priority: Respond Within Five Days

Opinion No. 2011 - 99005

Date: 9/13/2011

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Elizabeth**

Ernyei

Account Name: Elizabeth Ernyei

Home: (000) 000-0000

Street: 90 E. Culver St.

Work:

City: Scottsdale

CBR:

State: AZ Zip: 85003

is:

Utility Company: **Southwest Gas Corporation**

Division: Gas

Contact Name:

Contact Phone: , - - -

Nature of Complaint:

*****OPINION OPPOSED*****

RE: Docket No. G-01551A-10-0458

Customer is calling to inform the Commission that if the Commissioners approve a rate increase for APS and SWG she will do everything in her power to make sure that they are voted out of office. APS and SWG CEO's do not need more money or a raise when their customers are struggling every day to get by with just the bare necessities.

Many customers have tightened their belts so much that it hurts, yet utility companies are being allowed to raise rates just because they want to increase their profits...

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED

End of Comments

Date Completed: 9/13/2011

Opinion No. 2011 - 99005

6-01551A-10-0458

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99034

Date: 9/13/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Gail

Omeara

Account Name:

Gail Omeara

Home:

Street:

Work: (000) 000-0000

City:

Green Valley

CBR:

State:

AZ Zip: 85614

is:

Utility Company:

Southwest Gas Corporation

Division:

Gas

Contact Name:

Lisa Hines

Contact Phone: ,

Nature of Complaint:

9/13/11 I cant see the increase and will hurt me. Other people on a fix income too. Cant believe the request at this time by Southwest Gas. Please deny it.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/13/11 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 9/13/2011

Opinion No. 2011 - 99034

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99037

Date: 9/13/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Jack Last: Larkum

Account Name: Jack Larkum

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun Lakes

CBR:

State: AZ Zip: 00000

is:

Utility Company: Southwest Gas Corporation

Division: Gas

Contact Name: Sharaleen Finnell

Contact Phone:

Nature of Complaint:

9/13/11 He opposes the rate increase by SWG. What happen to the low gas prices and why now when the economy is bad. Deny the increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/13/11 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 9/13/2011

Opinion No. 2011 - 99037

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99039

Date: 9/13/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: James Last: Posner

Account Name: James Posner

Home:

Street: n/a

Work: (000) 000-0000

City: n/a

CBR:

State: AZ Zip: 00000

is:

Utility Company: Southwest Gas Corporation

Division: Gas

Contact Name: Lisa Hines

Contact Phone

Nature of Complaint:

9/13/11 Customer is 76 years old and lives on his Social Security income. Don't let SWG raise their cost that's a message.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/13/11 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 9/13/2011

Opinion No. 2011 - 99039

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99041

Date: 9/13/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Anonymous** **Anonymous**

Account Name: Anonymous

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR:

State: AZ Zip: 00000

is:

Utility Company: **Southwest Gas Corporation**

Division: Gas

Contact Name: Sharaleen Finnell

Contact Phone: -----

Nature of Complaint:

9/13/11 I don't think a rate is a good thing right now. They tell us to hold down and conserve. Then later they want an increase. At this time is it not a smart thing to do.

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

9/13/11 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 9/13/2011

Opinion No. 2011 - 99041

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 98919

Date: 9/9/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Darla

McEntire

Account Name: Darla McEntire

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Phoenix

CBR:

State: AZ Zip: 00000

is:

Utility Company: **Southwest Gas Corporation**

Division: Gas

Contact Name: Sharaleen Finnell

Contact Phone: 0000

Nature of Complaint:

9/9/11 G-01151A-10-0458
Voice mail message.

Per the customer, she opposes the rate increase. She would like to know why they want to raise their prices at a time like this?

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/9/11 Comments noted for the record and docketed. CLOSED.
End of Comments

Date Completed: 9/9/2011

Opinion No. 2011 - 98919

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 98923

Date: 9/9/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Theresa Last: Forca

Account Name: Theresa Forca

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Tucson

CBR:

State: AZ Zip: 85730

is:

Utility Company: Southwest Gas Corporation

Division: Gas

Contact Name: Sharaleen Finnell

Contact Phone:

Nature of Complaint:

9/9/11 G-01551A-10-0458

Per Customer, this is not the time to raise prices. People are struggling just to survive. They cant even find a job, Social Security has not given us a good rate increase. Not Fair.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/9/11 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 9/9/2011

Opinion No. 2011 - 98923

6 01561A-10-0458

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99187

Date: 9/19/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Dan

Roman

Account Name:

Dan Roman

Home:

Street:

n/a

Work:

City:

n/a

CBR:

State:

AZ

Zip: 00000

is:

Utility Company:

Southwest Gas Corporation

Division:

Gas

Contact Name:

Contact Phone:

Nature of Complaint:

Consumer against rate increase

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

opinion docketed

End of Comments

Date Completed: 9/19/2011

Opinion No. 2011 - 99187

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99186

Date: 9/19/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: A. K.

Murphey

Account Name: A. K. Murphey

Home:

Street:

Work:

City: Tucson

CBR:

State: AZ Zip: 85719

is:

Utility Company: Southwest Gas Corporation

Division: Gas

Contact Name:

Contact Phone:

Nature of Complaint:

Consumer against rate increase

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

opinion docketed

End of Comments

Date Completed: 9/19/2011

Opinion No. 2011 - 99186
